

NHS Professionals System User Guide

System: **Holiday Booking**

Version Number: **13.08**

Audience: **Flexible Workers**

Document Version Number: **V0.1**



Version Number	Author	Date Signed Off
V0.1	John Russell	25 th June 2015

NHS Professionals System User Guide

Who is this guide for?

This guide has been written for NHS Professionals Flexible Workers

What is included in this guide?

This guide demonstrates how users:

- Access the holiday booking system
- Locate key information on their holiday profile
- Book holiday
- Cancel holiday
- View holiday history
- Log out of the holiday booking website
- Reset holiday booking account password

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What is the NHS Professionals Holiday Booking System?

The NHS Professionals Holiday Booking System is a website designed with an easy to use interface so you can quickly view the holiday hours you have accumulated. Users can book accumulated holiday in the form of a “holiday shift”. Booked holiday can be cancelled with the unused hours being returned to the users accumulated total for use at a later time.

NHS Professionals’ Holiday Booking website can be accessed on Windows Internet Explorer 24/7 anywhere in the world on any desktop computer or laptop.

How to access the holiday booking system

There are two ways to access the Holiday Booking website

- via NHSP:*Online*
- via www.nhsprofessionals.nhs.uk

Both access methods require your NHSP:*Online* login information. If you are unsure of your NHSP:*Online* login information, you can phone the National Service Centre on **03332 407 552**. Alternatively you can email web.support@nhsprofessionals.nhs.uk.

Please Note: The National Service Centre is open 24 hours a day 7 days a week.

Please Note: Responses from the web support team should be expected within 5 working days of email submission.

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Accessing holiday booking website via NHSP:Online

- 1) Open Windows **Internet Explorer** and enter www.nhsprofessionals.nhs.uk in the address bar. The NHS Professionals website home page will appear on the screen. Click on the **Logins** button located in the right hand corner of the screen.

Internet Explorer – www.nhsprofessionals.nhs.uk

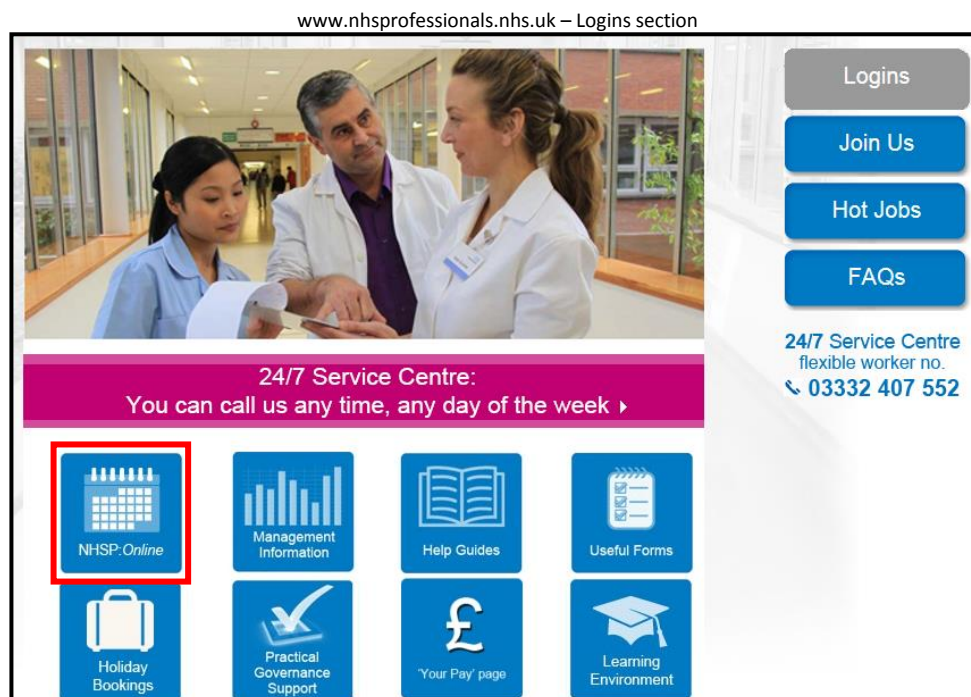


www.nhsprofessionals.nhs.uk – Logins button

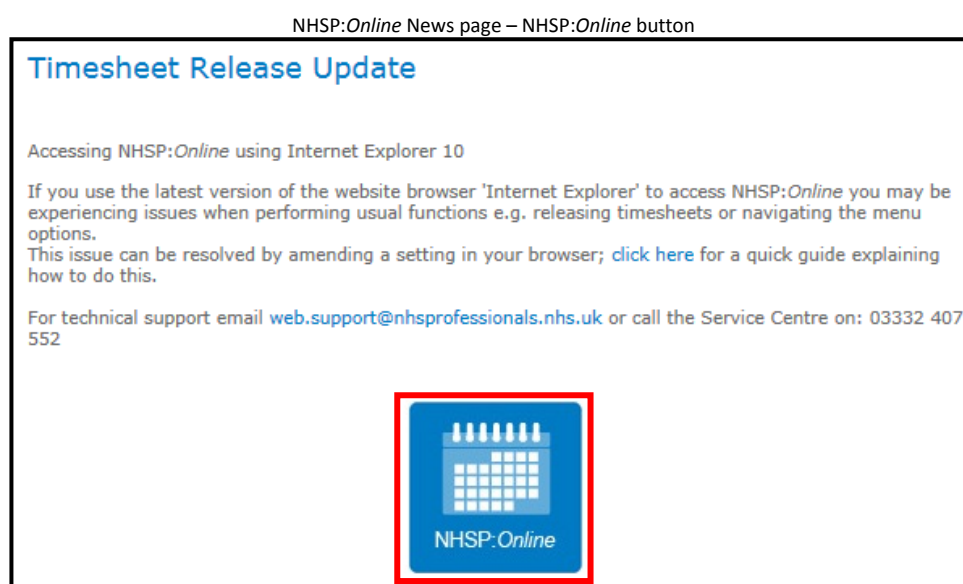


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- 2) The **Logins** section of www.nhsprofessionals.nhs.uk appears on the screen. Click the **NHSP:Online** button that appears in the middle of the screen.



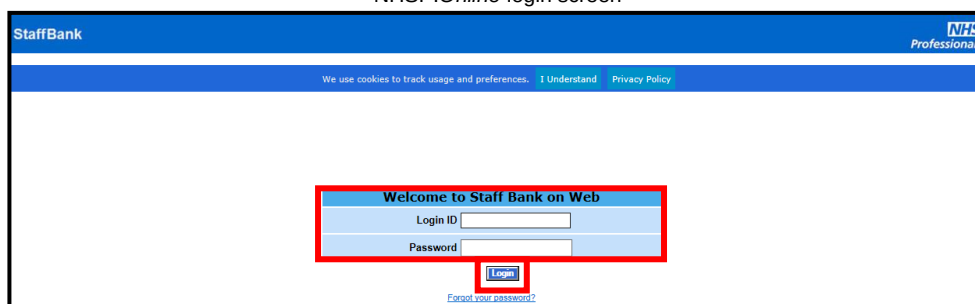
- 3) The **NHSP:Online** News page appears on the screen. This page will provide you with information on service updates and improvements to **NHSP:Online**. Click on the **NHSP:Online** button.



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- 4) NHSP:Online login screen appears. Enter your NHSP:Online login details then click Login.

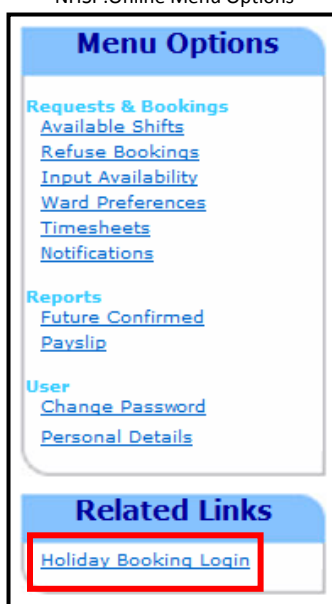
NHSP:Online login screen



Please Note: If you are unsure of your NHSP:Online details click [here](#) for support information.

- 5) The NHSP:Online menu options appear on the top left hand side of the screen. Click on the **Holiday Booking Login** link.

NHSP:Online Menu Options



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6) Your holiday profile appears.

Holiday Profile

First name: Flexible
Last name: Worker

07 : 12 Hours Remaining (hh:mm)	20 : 25 Hours Taken (hh:mm)	02 : 39 Holiday Accrual (hh:mm)	13 : 15 Alteration Hours (hh:mm)
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More Information

16 Jan 2015 Holiday Year Start Date	15 Jan 2016 Holiday Year End Date	02 : 54 Average Shift Length	£ 14.10 / hour Average Pay Rate	07 : 12 Hours to be taken by 15 Jan 2016
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Detailed Information

Total Amount Holiday Hours Earned				Total Hours Taken		
Shift	AWR Qualified?	Hours Earned	Take By	Date	Value Gross	Hours Taken
20 Apr 2015	No	00 : 54	15 Jan 2016	28 Apr 2015	£ 40.89	02 : 54
07 Feb 2015	Yes	01 : 33	15 Jan 2016	27 Apr 2015	£ 40.89	02 : 54
06 Feb 2015	Yes	00 : 12	15 Jan 2016	26 Apr 2015	£ 40.89	02 : 54
				23 Apr 2015	£ 120.73	09 : 01

Accessing holiday booking website via

www.nhsprofessionals.nhs.uk

- 1) Open Windows **Internet Explorer** and enter www.nhsprofessionals.nhs.uk in the address bar. The NHS Professionals website home page will appear on the screen. Click on the **Logins** button located in the right hand corner of the screen.

Internet Explorer – www.nhsprofessionals.nhs.uk



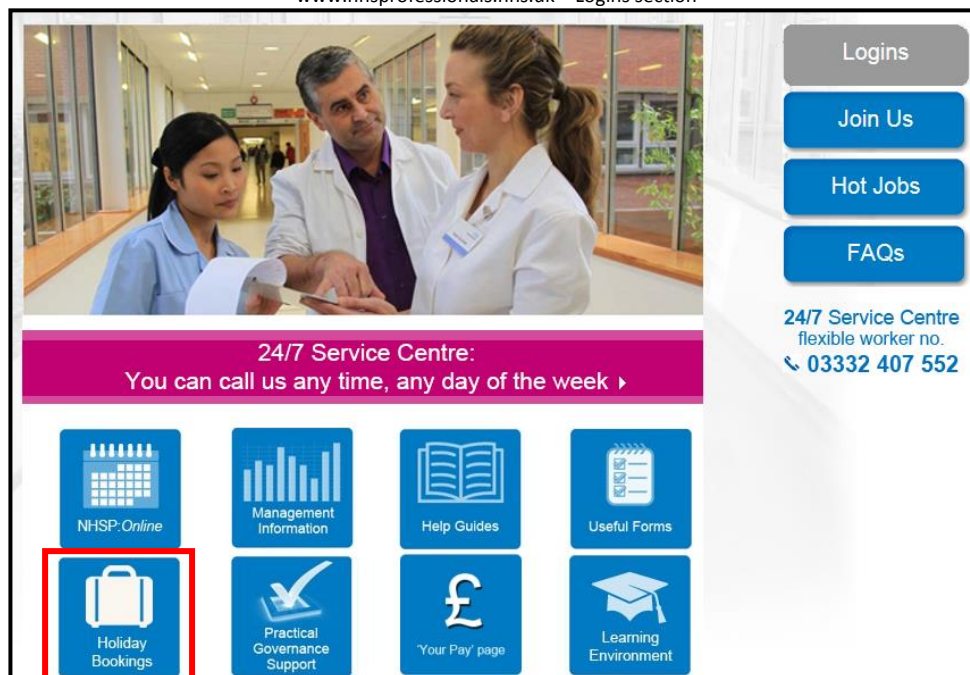
www.nhsprofessionals.nhs.uk – Logins button



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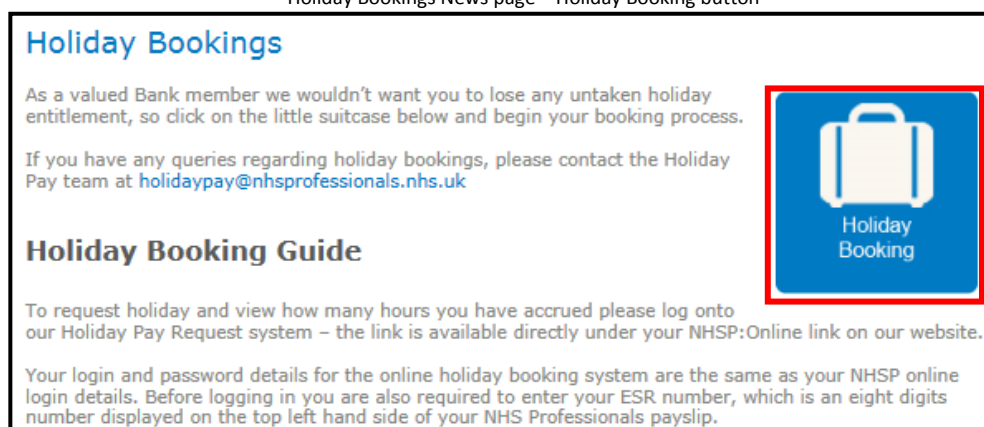
- 2) The Logins section of www.nhsprofessionals.nhs.uk appears on the screen. Click the **Holiday Bookings** button that appears in the middle of the screen.

www.nhsprofessionals.nhs.uk – Logins section



- 3) The Holiday Bookings news page appears on the screen. This page will provide you with information on service updates and improvements to the Holiday Booking website. Click on the **Holiday Booking** button

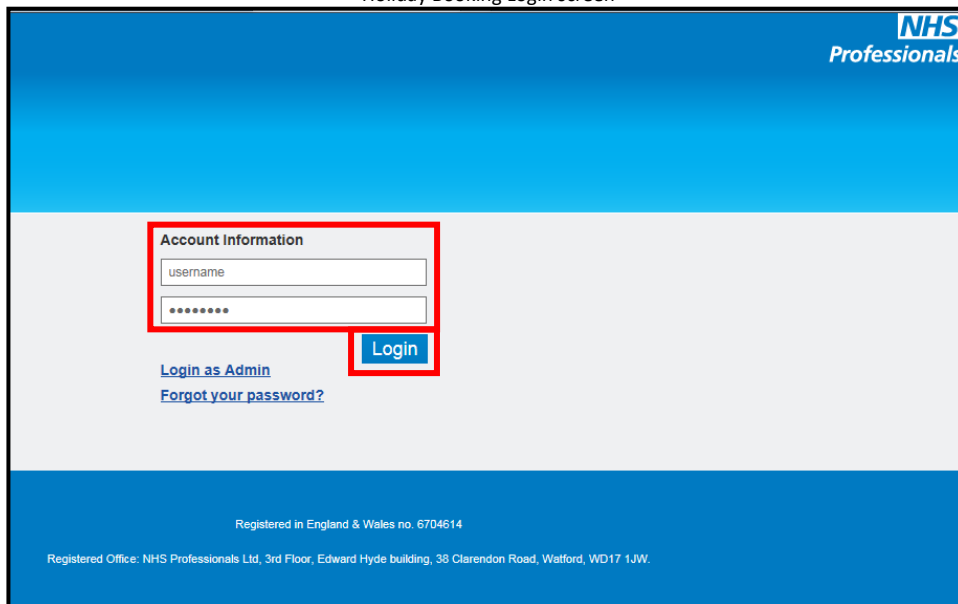
Holiday Bookings News page – Holiday Booking button



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- 4) Holiday Booking login screen appears. Enter your NHSP:Online login details then click Login

Holiday Booking Login screen



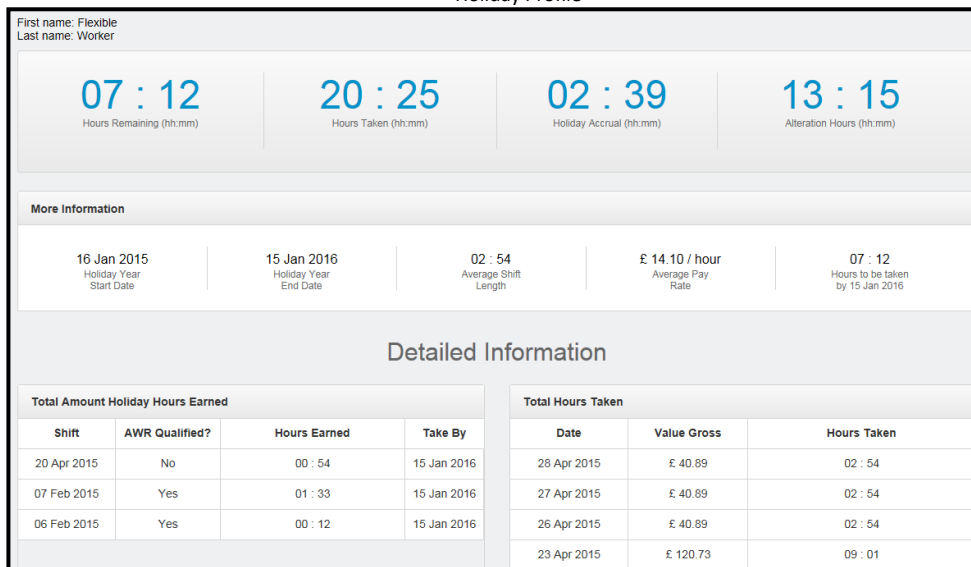
Registered in England & Wales no. 6704614

Registered Office: NHS Professionals Ltd, 3rd Floor, Edward Hyde building, 38 Clarendon Road, Watford, WD17 1JW.

Please Note: If you are unsure of your NHSP:Online details click [here](#) for support information.

- 5) Your holiday profile appears.

Holiday Profile



Shift	AWR Qualified?	Hours Earned	Take By
20 Apr 2015	No	00 : 54	15 Jan 2016
07 Feb 2015	Yes	01 : 33	15 Jan 2016
06 Feb 2015	Yes	00 : 12	15 Jan 2016

Date	Value Gross	Hours Taken
28 Apr 2015	£ 40.89	02 : 54
27 Apr 2015	£ 40.89	02 : 54
26 Apr 2015	£ 40.89	02 : 54
23 Apr 2015	£ 120.73	09 : 01

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How to locate your holiday accumulation

- 1) Navigate to your holiday profile. Click [here](#) for information on how to locate your holiday profile.
- 2) Your holiday accumulation is shown at the top of your holiday profile.

Flexible Workers Holiday Bookings Profile				
First name: Flexible Last name: Worker				
07 : 12 Hours Remaining (hh:mm)	20 : 25 Hours Taken (hh:mm)	02 : 39 Holiday Accrual (hh:mm)	13 : 15 Alteration Hours (hh:mm)	
More Information				
16 Jan 2015 Holiday Year Start Date	15 Jan 2016 Holiday Year End Date	02 : 54 Average Shift Length	£ 14.10 / hour Average Pay Rate	07 : 12 Hours to be taken by 15 Jan 2016
Detailed Information				
Total Amount Holiday Hours Earned				Total Hours Taken
Shift	AWR Qualified?	Hours Earned	Take By	
20 Apr 2015	No	00 : 54	15 Jan 2016	DateValue GrossHours Taken
07 Feb 2015	Yes	01 : 33	15 Jan 2016	28 Apr 2015£ 40.8902 : 54
06 Feb 2015	Yes	00 : 12	15 Jan 2016	27 Apr 2015£ 40.8902 : 54
				26 Apr 2015£ 40.8902 : 54
				23 Apr 2015£ 120.7309 : 01

Hours Remaining (hh:mm)

- amount of holiday left to take

Hours Taken (hh:mm)

- amount of holiday used

Holiday Accrual (hh:mm)

- amount of holiday accumulated

Alteration Hours (hh:mm)

- amount of holiday manually added

Please Note: The figure displayed in **Hours to be taken by DD MMM YYYY** is the same figure displayed in **Hours Remaining (hh:mm)**.

Please Note: The **Alteration Hours** section only appears if holiday accrual has been manually added or removed.

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- 3) Locate **Total Amount Holiday Hours Earned** section located on the left hand side of your holiday profile. **Total Amount Holiday Hours Earned** shows the shift you have worked and the holiday you have earned per worked shift.

Flexible Workers Holiday Bookings Profile

First name: Flexible
Last name: Worker

07 : 12
Hours Remaining (hh:mm)

20 : 25
Hours Taken (hh:mm)

02 : 39
Holiday Accrual (hh:mm)

13 : 15
Alteration Hours (hh:mm)

More Information

16 Jan 2015
Holiday Year
Start Date

15 Jan 2016
Holiday Year
End Date

02 : 54
Average Shift
Length

£ 14.10 / hour
Average Pay
Rate

07 : 12
Hours to be taken
by 15 Jan 2016

Detailed Information

Shift

AWR Qualified?

Hours Earned

Take By

20 Apr 2015
No
00 : 54
15 Jan 2016

07 Feb 2015
Yes
01 : 33
15 Jan 2016

06 Feb 2015
Yes
00 : 12
15 Jan 2016

Total Hours Taken

Date

Value Gross

Hours Taken

28 Apr 2015
£ 40.89
02 : 54

27 Apr 2015
£ 40.89
02 : 54

26 Apr 2015
£ 40.89
02 : 54

23 Apr 2015
£ 120.73
09 : 01

Shift

- date of shift worked

AWR Qualified?

- denotes if holiday has accumulated at the standard rate or the higher rate. **No** denotes standard rate and **Yes** denotes higher rate

Hours Earned

- holiday accumulated from the shift

Take By

- date at which the accumulated holiday needs to be taken by

Please Note: A shift will appear in **Total Amount Holiday Hours Earned** a few hours after you have **released** the e-Timesheet for the shift.

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Please Note: Rest your cursor on the date of a shift to make a tool tip box appear. The tool tip box contains additional information on the shift you have worked.

Flexible Workers Holiday Bookings Profile – Tool Tip box

16 Jan 2015
Assignment Code: OSD00
Trust: NHS Professionals Corporate
Location: National Service Centre
Ward: Compliance & Implementation
Registration Department
Hours Worked: 07:30
Start Time:
09 : 00
End Time:
17 : 00
Booking Number: 64235261

15 Jan 2016
Holiday Year
End Date

02 : 54
Average Shift
Length

£ 14.10 / hour
Average Pay
Rate

Detailed Information

Amount Holiday Hours Earned		WR Qualified?	Hours Earned	Take By
20 Apr 2015	No		00 : 54	15 Jan 2016
07 Feb 2015	Yes		01 : 33	15 Jan 2016
06 Feb 2015	Yes		00 : 12	15 Jan 2016

Total Hours Taken	
Date	Value Gross
28 Apr 2015	£ 40.89
27 Apr 2015	£ 40.89
26 Apr 2015	£ 40.89
23 Apr 2015	£ 120.73
21 Apr 2015	£ 36.18

How to locate your personalised holiday year

- 1) Navigate to your holiday profile. Click [here](#) for information on how to locate your holiday profile.
- 2) Locate the **More Information** section located in the middle of your holiday profile. Your personalised holiday year start date and end date are shown.

Flexible Workers Holiday Bookings Profile

First name: Flexible
Last name: Worker

07 : 12
Hours Remaining (hh:mm)

20 : 25
Hours Taken (hh:mm)

02 : 39
Holiday Accrual (hh:mm)

13 : 15
Alteration Hours (hh:mm)

More Information

16 Jan 2015
Holiday Year
Start Date

15 Jan 2016
Holiday Year
End Date

02 : 54
Average Shift
Length

£ 14.10 / hour
Average Pay
Rate

07 : 12
Hours to be taken
by 15 Jan 2016

Detailed Information

Total Amount Holiday Hours Earned

Shift	AWR Qualified?	Hours Earned	Take By
20 Apr 2015	No	00 : 54	15 Jan 2016
07 Feb 2015	Yes	01 : 33	15 Jan 2016
06 Feb 2015	Yes	00 : 12	15 Jan 2016

Total Hours Taken

Date	Value Gross	Hours Taken
28 Apr 2015	£ 40.89	02 : 54
27 Apr 2015	£ 40.89	02 : 54
26 Apr 2015	£ 40.89	02 : 54
23 Apr 2015	£ 120.73	09 : 01

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Please Note: Your personalised holiday year start date is based on the first shift you worked with NHS Professionals.

How to locate your average shift length

- 1) Navigate to your holiday profile. Click [here](#) for information on how to locate your holiday profile.
- 2) Locate the **More Information** section located in the middle of your holiday profile. Your **Average Shift Length** is located in the middle of the More Information section.

Flexible Workers Holiday Bookings Profile

First name: Flexible

Last name: Worker

07 : 12

Hours Remaining (hh:mm)

20 : 25

Hours Taken (hh:mm)

02 : 39

Holiday Accrual (hh:mm)

13 : 15

Alteration Hours (hh:mm)

More Information

16 Jan 2015

Holiday Year Start Date

15 Jan 2016

Holiday Year End Date

02 : 54

Average Shift Length

£ 14.10 / hour

Average Pay Rate

07 : 12

Hours to be taken by 15 Jan 2016

Detailed Information

Total Amount Holiday Hours Earned

Shift	AWR Qualified?	Hours Earned	Take By
20 Apr 2015	No	00 : 54	15 Jan 2016
07 Feb 2015	Yes	01 : 33	15 Jan 2016
06 Feb 2015	Yes	00 : 12	15 Jan 2016

Total Hours Taken

Date	Value Gross	Hours Taken
28 Apr 2015	£ 40.89	02 : 54
27 Apr 2015	£ 40.89	02 : 54
26 Apr 2015	£ 40.89	02 : 54
23 Apr 2015	£ 120.73	09 : 01

Please Note: **Average Shift Length** is based on the average shift length you have worked over the last 12 weeks.

Please Note: **Average Shift Length** denotes the **minimum holiday shift length** you can book. You can book a holiday shift that is longer than your average shift length.

Please Note: You can book less than your **Average Shift Length** only in the 12th month and the “carryover” month of your holiday year. Carryover month is the extra month you have at the end of your holiday year to take holiday accumulated in the 12th month of your holiday year. **For example:** your holiday year is 10th December 2015 to 9th December 2016. Any holiday accumulated in

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your 12th month (10th November to 9th December) will have to be taken by 9th January 2017.

How to locate your average pay rate

- 1) Navigate to your holiday profile. Click [here](#) for information on how to locate your holiday profile.
- 2) Locate the **More Information** section located in the middle of your holiday profile. Your **Average Pay Rate** is located on the right of the More Information section.

Flexible Workers Holiday Bookings Profile

First name: Flexible
Last name: Worker

07 : 12
Hours Remaining (hh:mm)

20 : 25
Hours Taken (hh:mm)

02 : 39
Holiday Accrual (hh:mm)

13 : 15
Alteration Hours (hh:mm)

More Information

16 Jan 2015
Holiday Year
Start Date

15 Jan 2016
Holiday Year
End Date

02 : 54
Average Shift
Length

£ 14.10 / hour
Average Pay
Rate

07 : 12
Hours to be taken
by 15 Jan 2016

Detailed Information

Total Amount Holiday Hours Earned

Shift	AWR Qualified?	Hours Earned	Take By
20 Apr 2015	No	00 : 54	15 Jan 2016
07 Feb 2015	Yes	01 : 33	15 Jan 2016
06 Feb 2015	Yes	00 : 12	15 Jan 2016

Total Hours Taken

Date	Value Gross	Hours Taken
28 Apr 2015	£ 40.89	02 : 54
27 Apr 2015	£ 40.89	02 : 54
26 Apr 2015	£ 40.89	02 : 54
23 Apr 2015	£ 120.73	09 : 01

Please Note: Average Pay Rate is based on the average hourly rate of pay you have earned in the last 12 weeks.

Please Note: Average Pay Rate denotes the hourly rate of pay you will be paid for Holiday shifts.

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How to locate your holiday shifts

- 1) Navigate to your holiday profile. Click [here](#) for information on how to locate your holiday profile.
- 2) Locate the **Total Hours Taken** section located in the bottom right corner of your holiday profile.

Flexible Workers Holiday Bookings Profile

First name: Flexible
Last name: Worker

07 : 12
Hours Remaining (hh:mm)

20 : 25
Hours Taken (hh:mm)

02 : 39
Holiday Accrual (hh:mm)

13 : 15
Alteration Hours (hh:mm)

More Information

16 Jan 2015
Holiday Year
Start Date

15 Jan 2016
Holiday Year
End Date

02 : 54
Average Shift
Length

£ 14.10 / hour
Average Pay
Rate

07 : 12
Hours to be taken
by 15 Jan 2016

Detailed Information

Total Amount Holiday Hours Earned

Shift	AWR Qualified?	Hours Earned	Take By
20 Apr 2015	No	00 : 54	15 Jan 2016
07 Feb 2015	Yes	01 : 33	15 Jan 2016
06 Feb 2015	Yes	00 : 12	15 Jan 2016

Total Hours Taken

Date	Value Gross	Hours Taken
28 Apr 2015	£ 40.89	02 : 54
27 Apr 2015	£ 40.89	02 : 54
26 Apr 2015	£ 40.89	02 : 54
23 Apr 2015	£ 120.73	09 : 01

Date

- Date of holiday shift

Value Gross

- Total amount paid for the holiday shift

Hours Taken

- Amount of holiday hours taken

Please Note: Total Hours Taken shows the holiday shifts you have booked

Please Note: Value Gross shows the amount you will be paid for your holiday before tax is deducted.

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Please Note: Rest your cursor on the **Hours Taken** field to make a tool tip box appear. The tool tip box displays the hourly rate you were / will be paid for the Holiday shift. This figure may differ from your current **Average Pay Rate** figure. Click [here](#) for information on how to locate your **average pay rate**.

Holiday Profile – Tool Tip box

Detailed Information			
Total Hours Taken			
Take By	Date	Value Gross	Hours Taken
15 Jan 2016	28 Apr 2015	£ 40.89	02 : 54
15 Jan 2016	27 Apr 2015	£ 40.89	02 : 54
15 Jan 2016	26 Apr 2015	£ 40.89	09 : 01
	23 Apr 2015	£ 120.73	02 : 42
	21 Apr 2015	£ 36.18	

How to locate manual adjustments made to your holiday accumulation

- 1) Navigate to your holiday profile. Click [here](#) for information on how to locate your holiday profile.
- 2) Locate the **Total Alteration Hours** section located in the bottom left corner of your holiday profile.

Holiday Profile

Total Alteration Hours			
Date	Amount	Reason	Take By
27 Apr 2015	-01 hours 00 minutes	AWR Alteration	15 Jan 2016
27 Apr 2015	04 hours 15 minutes	Action following query	15 Jan 2016
22 Apr 2015	10 hours 00 minutes	Maternity	15 Jan 2016
17 Apr 2015	11 hours 43 minutes	Transfer from previous system	30 Apr 2015

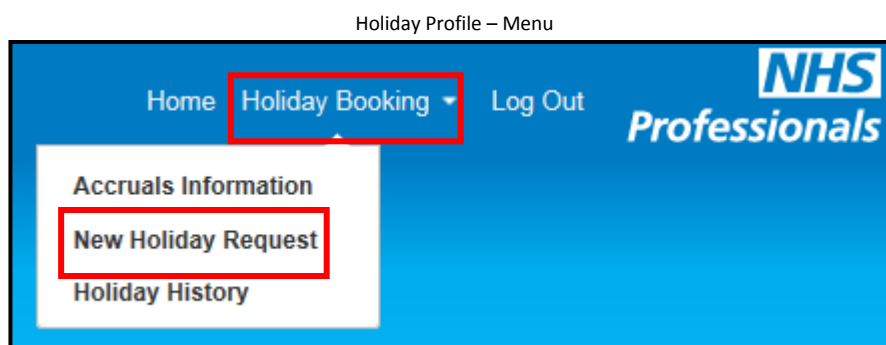
- | | |
|----------------|--|
| Date | – date the manual adjustment was made |
| Amount | – amount of holiday hours added or removed |
| Reason | – reason for the addition or subtraction |
| Take By | – date the additional hours are to be taken by |

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Please Note: **Total Alteration Hours** shows holiday accumulation that has been manually added or removed from your holiday profile. If you want more information on why holiday has been manually added or removed click [here](#) for support information.

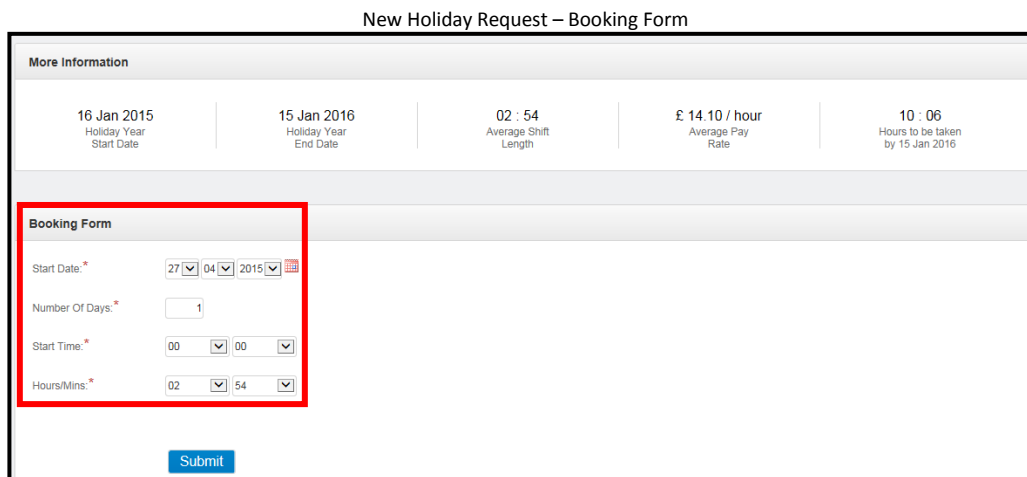
How to book a holiday shift

- 1) Navigate to your holiday profile. Click [here](#) for information on how to locate your holiday profile.
- 2) Click the downward pointing arrow next to the **Holiday Booking** link located in the upper right hand corner of your holiday profile. A menu appears. Click **New Holiday Request**. **New Holiday Request** screen appears.



- 3) Input the **Start Date**, **Number Of Days**, **Start Time** and **Hours/Mins** fields as required. Click **Submit**.

New Holiday Request – Booking Form



More Information				
16 Jan 2015 Holiday Year Start Date	15 Jan 2016 Holiday Year End Date	02 : 54 Average Shift Length	£ 14.10 / hour Average Pay Rate	10 : 06 Hours to be taken by 15 Jan 2016

Booking Form

Start Date:*

Number Of Days:*

Start Time:*

Hours/Mins:*

[Submit](#)

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New Holiday Request – Booking Form

More Information				
16 Jan 2015 Holiday Year Start Date	15 Jan 2016 Holiday Year End Date	02 : 54 Average Shift Length	£ 14.10 / hour Average Pay Rate	10 : 06 Hours to be taken by 15 Jan 2016

Booking Form	
Start Date:*	27 04 2015
Number Of Days:*	1
Start Time:*	00 00
Hours/Mins:*	02 54
Submit	

Please Note: **Start Date** defaults to today's date. **Number of Days** defaults to 1. **Start Time** defaults to 00:00. **Hours/Mins** field defaults to your average shift length.

Please Note: **Hours/Mins** field can be set to a lower length than the average shift length but you may encounter errors trying to add the holiday shift. Holiday shifts with a length shorter than your average shift length can only be booked in the 12th month of your holiday year or the carryover month. Click [here](#) for more information on the carryover month.

- 4) A holiday shift confirmation message will appear. This means your holiday has been booked.

Holiday Shift Confirmation			
Date	Start Time	Hours	Rate (£)
28 Apr 2015	09:00	02 : 54	14.10

Date

- date of the holiday

Start Time

- start time of the holiday

Hours

- amount of holiday hours booked

Rate (£)

- hourly rate of pay for holiday

Please Note: **Rate (£)** is the average hourly rate of pay you have earned over the last 12 weeks.

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Please Note: If you are not shown the holiday shift confirmation message it means there has been a problem with booking your holiday. A message will appear above the holiday booking form stating the issue. If you require assistance correcting the issue please contact the National Service Centre on **03332 407 552**. The National Service Centre is open 24 hours a day 7 days a week.

Error Message – Booking Form

Booking Form

Shift cannot be booked, it overlaps an existing booking

Start Date:*

28▼04▼2015▼

Number Of Days:*

1

Start Time:*

09▼00▼

Hours/Mins:*

02▼54▼

Submit

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- 5) Once booked, holiday shift information is automatically updated in the **Total Hours Taken** section of your holiday profile.

Holiday Profile – Total Hours Taken

Total Hours Taken		
Date	Value Gross	Hours Taken
28 Apr 2015	£ 40.89	02 : 54
27 Apr 2015	£ 40.89	02 : 54
26 Apr 2015	£ 40.89	02 : 54
23 Apr 2015	£ 120.73	09 : 01
21 Apr 2015	£ 36.18	02 : 42

Please Note: Details of the holiday will also appear in your details profile, on NHSP:Online, under the **Bookings** tab.

Please Note: In the 12th month of your holiday year and the carryover month a check box will appear on the booking form allowing you to book a holiday shift for the amount of holiday that is due to expire. During the 12th and carryover months you will be able to book a holiday shift that is shorter than your average shift length.

Check box – Booking Form

Booking Form

Start Date: * 01 ▾ 05 ▾ 2015 ▾ 

Number Of Days: * 1

Start Time: * 00 ▾ 00 ▾

Hours/Mins: * 06 ▾ 44 ▾

☐ 08 : 56 to be taken by 13 May 2015; to book as a single shift, check here

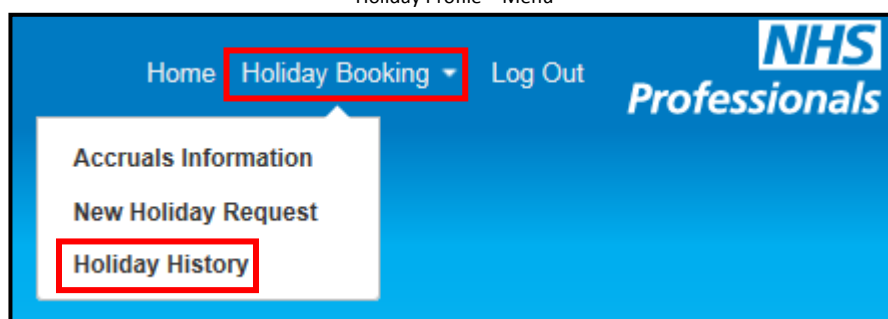
Submit

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How to view your holiday history

- 1) Navigate to your holiday profile. Click [here](#) for information on how to locate your holiday profile.
- 2) Click the downward pointing arrow next to the **Holiday Booking** link located in the upper right hand corner of your holiday profile. A menu appears. Click **Holiday History**. The **Holiday History** screen appears.

Holiday Profile – Menu



Holiday History

Date	Start Time	Hours	Rate (£)	Status	
20 Apr 2015	14:28	03 : 37	13.40	Cancelled	
21 Apr 2015	00:00	02 : 42	13.40	Cancelled	
21 Apr 2015	00:00	02 : 42	13.40	Booked	
21 Apr 2015	00:00	11 : 43	13.40	Cancelled	
22 Apr 2015	00:00	02 : 42	13.40	Cancelled	
23 Apr 2015	00:00	02 : 42	13.40	Cancelled	
23 Apr 2015	00:00	09 : 01	13.40	Booked	
26 Apr 2015	00:00	02 : 54	14.10	Booked	
27 Apr 2015	00:00	02 : 54	14.10	Booked	
28 Apr 2015	00:00	02 : 54	14.10	Booked	CANCEL

Date	- date of the holiday
Start Time	- start time of the holiday shift
Hours	- amount of holiday hours booked
Rate (£)	- hourly rate of pay for holiday
Status	- current status of the holiday shift

Please Note: Rate (£) is the average hourly rate of pay you have earned over the last 12 weeks.

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Please Note: There are three possible results that can appear in the status colour

- Booked** - holiday shift is booked
- Cancelled** - holiday shift has been cancelled
- Paid** - holiday Shift has been processed for payment

How to cancel a holiday shift

- 1) Navigate to your **holiday history**. Click [here](#) for information on how to locate your **holiday history**.
- 2) Locate the shift you want to cancel. Click the **Cancel** button that appears next to the holiday shift.

Holiday History

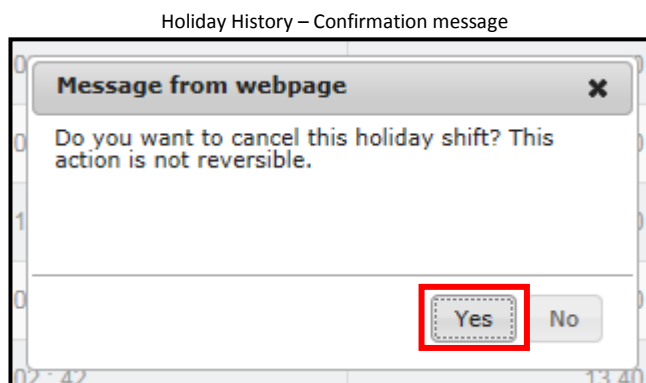
Date	Start Time	Hours	Rate (£)	Status	
20 Apr 2015	14:28	03 : 37	13.40	Cancelled	
21 Apr 2015	00:00	02 : 42	13.40	Cancelled	
21 Apr 2015	00:00	02 : 42	13.40	Booked	
21 Apr 2015	00:00	11 : 43	13.40	Cancelled	
22 Apr 2015	00:00	02 : 42	13.40	Cancelled	
23 Apr 2015	00:00	02 : 42	13.40	Cancelled	
23 Apr 2015	00:00	09 : 01	13.40	Booked	
26 Apr 2015	00:00	02 : 54	14.10	Booked	
27 Apr 2015	00:00	02 : 54	14.10	Booked	
28 Apr 2015	00:00	02 : 54	14.10	Booked	CANCEL

Please Note: Shifts can be cancelled up to two hours before the end of the holiday shift.

Please Note: If the **CANCEL** button is not visible the holiday shift cannot be cancelled.

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- 3) A confirmation message will appear. Click **Yes** to confirm the cancellation.



- 4) The status of the holiday will change to cancelled. All of the cancelled hours will be added back to your hours remaining total to use at a different time.

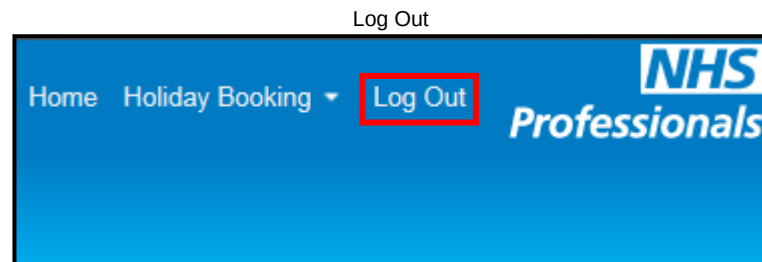
Holiday History

Date	Start Time	Hours	Rate (£)	Status	
20 Apr 2015	14:28	03 : 37	13.40	Cancelled	
21 Apr 2015	00:00	02 : 42	13.40	Cancelled	
21 Apr 2015	00:00	02 : 42	13.40	Booked	
21 Apr 2015	00:00	11 : 43	13.40	Cancelled	
22 Apr 2015	00:00	02 : 42	13.40	Cancelled	
23 Apr 2015	00:00	02 : 42	13.40	Cancelled	
23 Apr 2015	00:00	09 : 01	13.40	Booked	
26 Apr 2015	00:00	02 : 54	14.10	Booked	
27 Apr 2015	00:00	02 : 54	14.10	Booked	
28 Apr 2015	00:00	02 : 54	14.10	Cancelled	

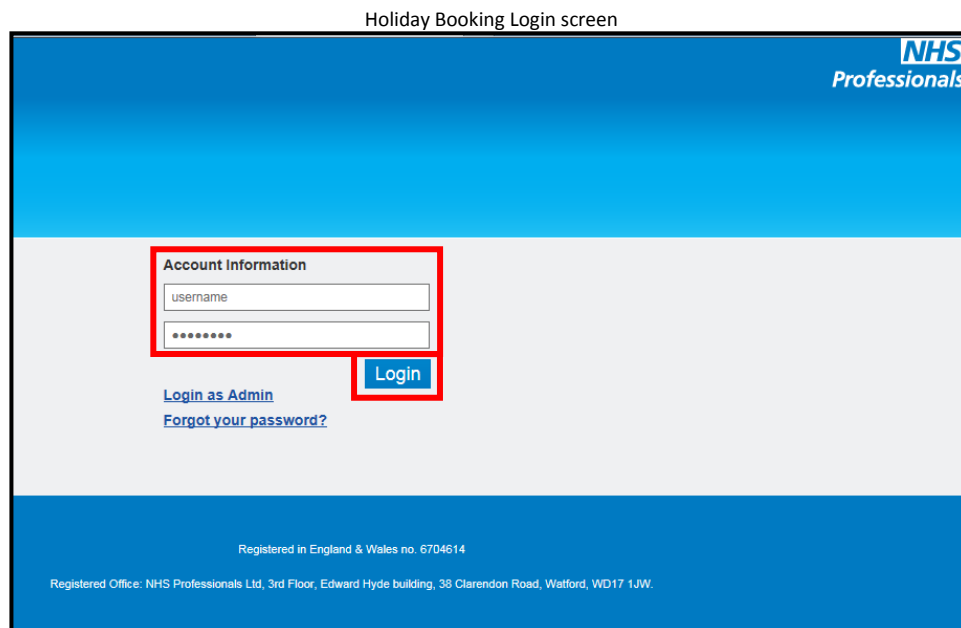
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How to log out of the holiday booking website

- 1) Locate the **Log Out** link that appears in the upper right hand corner of the holiday booking website. Click **Log Out**.



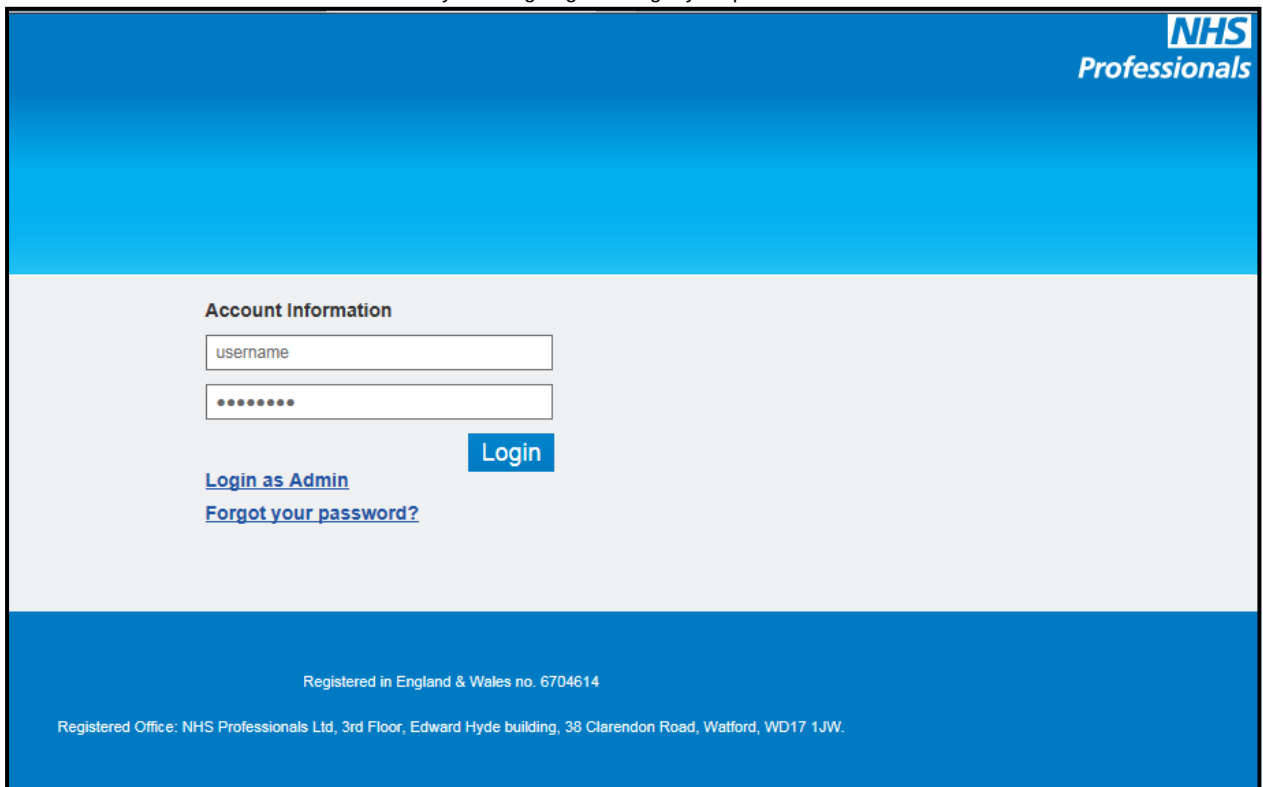
- 2) The holiday booking website login screen appears.



How to reset your holiday booking password

- 1) Navigate to the **Holiday Booking login** screen. Click [here](#) for information on how to locate the holiday booking login screen.
- 2) Click **Forgot your Password?**

Holiday Booking Login – Forgot your password?



The screenshot shows the 'Forgot your password?' page for the NHS Professionals Holiday Booking system. The page has a blue header with the NHS Professionals logo. Below the header, there is a light grey section containing the 'Account Information' form. The form has two input fields: 'username' and a password field represented by dots. To the right of the password field is a blue 'Login' button. Below the input fields are two links: 'Login as Admin' and 'Forgot your password?'. The bottom of the page is a blue footer containing registration information.

Account Information

username

.....

[Login as Admin](#)

[Forgot your password?](#)

[Login](#)

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- 3) The **Password Management** screen appears. Enter your NHSP:*Online Username*. Enter the **Email Address** attached to your personal file. Enter the security word that appears in the middle of the screen. Click **Reset Password**.

Password Management

Password Management


Forgotten Password

To proceed you must have a valid E-mail address registered with NHS Professionals. If you have not registered an E-mail address, please contact the Service Centre. Contact details for the Service Centre are available at <http://www.nhsprofessionals.nhs.uk>

Username

Email Address

Confirm Email Address

Type the characters you see in the picture






Reset Password

Cancel

- 4) The system will automatically send a **Password Reset email** to the address entered on the password management screen. Open the email and follow the instructions to reset your password.

Please Note: If you have any issues with resetting your password you can phone the National Service Centre on **03332 407 552**. The National Service Centre is open 24 hours a day 7 days a week.

What support is available to answer my questions?

Holiday Booking Frequently Asked Questions can be found [here](#)

Holiday Booking queries can be emailed to holidaypay@nhsprofessionals.nhs.uk. You should receive a response within 5 working days of submission.

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Password reset queries can be emailed to web.support@nhsprofessionals.nhs.uk. You should receive a response within 5 working days of submission.

The National Service Centre can assist with holiday booking queries. You can phone the National Service Centre on **03332 407 552**. The National Service Centre is open 24 hours a day 7 days a week.